



Maryland Medicaid Advisory Committee

PPMCO Presentation on Member Engagement & Hospital System Delivery Model

September 26, 2019

PRIORITY
partners

Many Faces. One Need.

Who We Are

Priority Partners (PPMCO) jointly-owned by Johns Hopkins Healthcare (JHHC) & Maryland Community Health System (MCHS)

- JHHC & MCHS are historic Medicaid providers
- One of original MCOs at inception of HealthChoice
- Largest MCO with 300,000 members (25% market share)
- Statewide MCO serving many of the state's rural and underserved areas
- Large diverse network of primary & specialty care providers giving members access to a broad range of medical services
- NCQA rated commendable
- Highly rated health plan as demonstrated by member & provider CAHP scores
- Strong & active community presence



Advantages of Health System Model

Priority Partners MCO's unique structure marries the respective strengths of Johns Hopkins (JH) & Maryland Community Health System (MCHS)

- JH has large integrated hospital, primary & specialty care, home health & pharmaceutical services networks
- JH has experienced medical economics & analytical staff
 - Care through JH is coordinated through its EPIC EMR allowing PPMCO to effectively manage patient care, optimize outcomes & control costs for a very complex population
- MCHS has an extensive network of Joint Commission – accredited community health centers (CHC) located throughout MD's most medically vulnerable and rural areas
 - CHCs provide comprehensive array of primary care services in one location
 - Care is managed through a team of dedicated care coordinators
 - Care coordinators assist members to remove barriers to care, i.e. food, transportation, child care, housing, etc.
 - MCHS uses best practices to efficiently & effectively manage care & costs



Member Engagement & Outcomes for Social Determinants of Health

Priority Partners' primary goal is to facilitate members' engagement in their health care by removing barriers

- To help members access care, remove barriers & develop relationships with providers PPMCO:
 - Outreaches to all 300,000 members at least once a year (generally multiple times) for redetermination, new member welcome, IP/ED discharge follow-up, VBP & transitions of care
 - Assists with primary care visits
 - Target is at least one visit per year
 - Provides transportation to ensure appointments kept & reduce no show rates
 - Helps remove barriers to receiving care (SDoH), i.e., food, shelter, transportation, jobs
 - Utilizes community health workers to reach members in their homes
 - Provides home-based care when appropriate
 - Provides specially designed programs for members with complex care needs
 - Ambulatory Intensive Primary Care (concierge care)





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